

SQUARE READER

INFORMATION BOOKLET



Updated 2025

What is Square Reader?



Square Reader is a portable terminal. It can safely and securely accept tap and go cards, chip cards, Apple Pay and Google Pay so you can accept payments quickly and easily.

Fees



After the initial purchase there are:

- **No ongoing fees**
- **No long-term contracts**
- **No monthly recurring fees**

There is a single flat fee per transaction of **1.6%** for all sellers who signed up after May 2024

Note: this fee will be automatically deducted before Square deposit funds to your account.

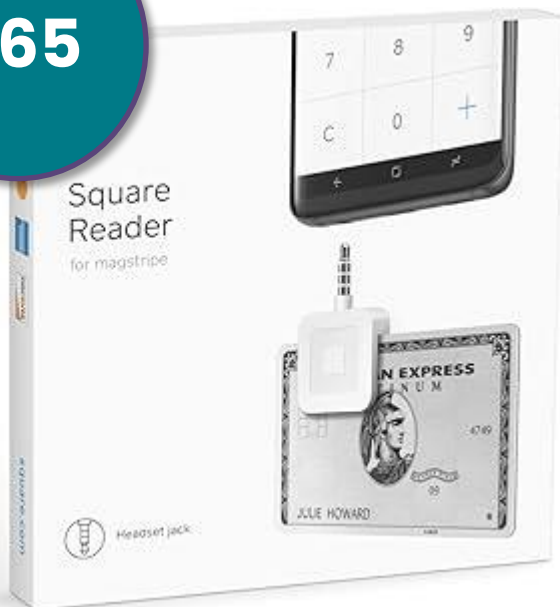
Where to Buy Square Reader



Contact National Office (view@thesmithfamily.com.au) before making the decision to purchase a Square Reader



\$65



What's inside

- Contactless + chip
- Magstripe
- Manual
- USB charger

Square Reader Register

VIEW National Office is required to keep a register of Square Reader devices owned by all VIEW Clubs. This is an important legal requirement to ensure that The Smith Family is compliant with regulations.



VIEW Clubs are required to record the following information for their Square Reader:

- Model Number (found on the back of the device)
- Serial Number (found on the back of the device)
- Secure location (a lockable cash tin is recommended)

This information needs to be sent to National Office and will be checked annually as part of your audit.

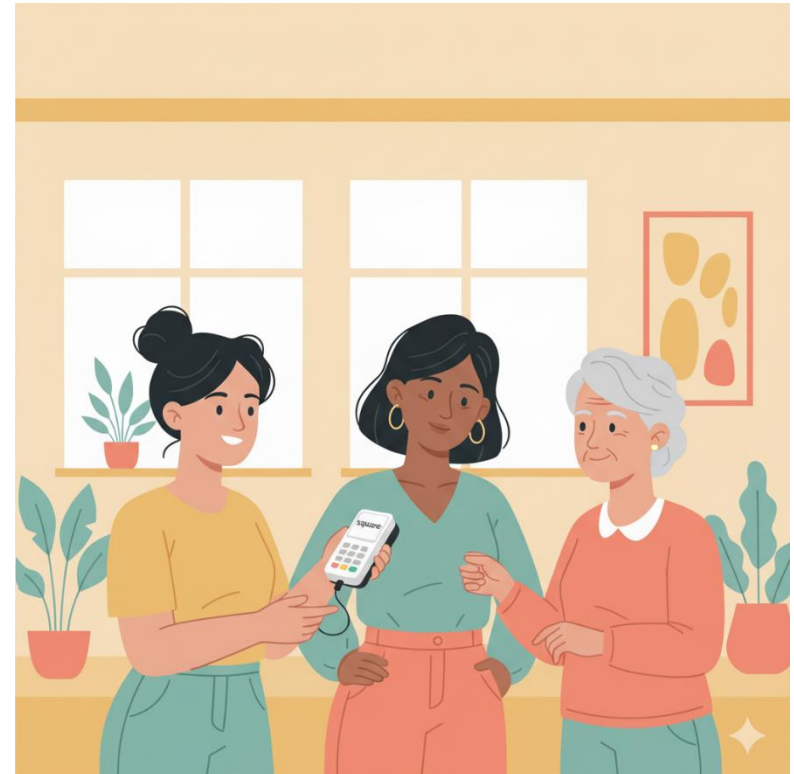
Authorised Users

Your Club should designate **authorised users**.

These will be the Club members who are trained on how to use the square reader including how to check it before use. (*instructions in this guide*).

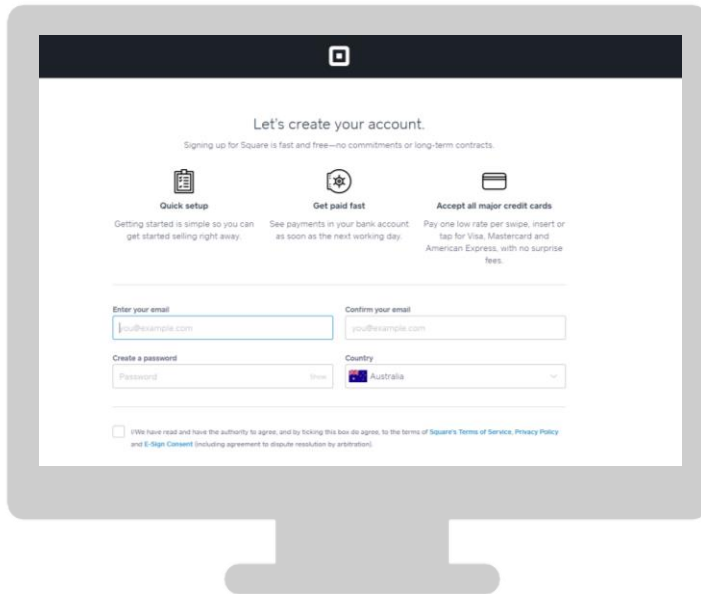
Only those authorised users will:

- Have physical access to the Square Reader
- Have the password to the Club Square Reader Account
- Be allowed to take payments with the square reader



Signing up on Square's website

Register your purchased Square Reader device at <https://squareup.com/au/en>



The image shows a computer monitor displaying the Square website's account creation page. The page has a dark header with the Square logo. Below the header, the text 'Let's create your account.' is centered, followed by a smaller line: 'Signing up for Square is fast and free—no commitments or long-term contracts.' There are three columns of benefits: 'Quick setup' (Getting started is simple so you can get started selling right away), 'Get paid fast' (See payments in your bank account as soon as the next working day), and 'Accept all major credit cards' (Pay one low rate per swipe, insert or tap for Visa, Mastercard and American Express, with no surprise fees). Below these are input fields for 'Enter your email' (you@example.com), 'Confirm your email' (you@example.com), 'Create a password' (Password), and 'Country' (Australia). At the bottom, there is a checkbox for 'I/We have read and have the authority to agree, and by ticking this box do agree, to the terms of Square's Terms of Service, Privacy Policy and E-Sign Consent (including agreement to dispute resolution by arbitration)'.

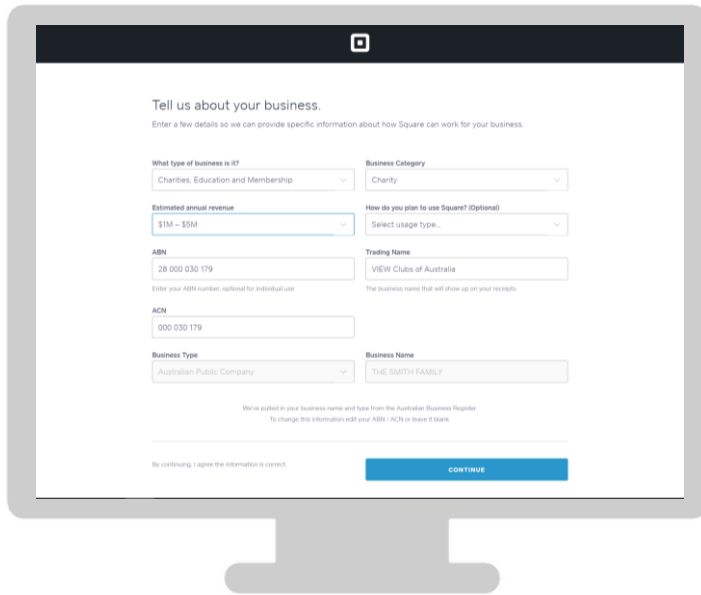
In the sign up form, enter your **Club email address** and **create a password**.

Only authorised users of your club's Square Reader will need to know the email address and password.

Club **must** link the reader device to their Club account and Club email address. **Do not use a personal email address.**

Setting Up your Square Account

Set up the Square account for “Business”.



The image shows a computer monitor displaying the Square Business setup form. The form is titled "Tell us about your business." and includes the following fields:

- What type of business is it?** (Dropdown menu with "Charities, Education and Membership" selected)
- Business Category** (Dropdown menu with "Charity" selected)
- Estimated annual revenue** (Dropdown menu with "\$1M - \$5M" selected)
- How do you plan to use Square? (Optional)** (Dropdown menu with "Select usage type..." selected)
- ABN** (Text input field with "28 000 030 179" entered)
- Trading Name** (Text input field with "VIEW Clubs of Australia" entered)
- ACN** (Text input field with "000 030 179" entered)
- Business Type** (Dropdown menu with "Australian Public Company" selected)
- Business Name** (Text input field with "THE SMITH FAMILY" entered)

Below the form, there is a note: "We've pulled in your business name and type from the Australian Business Register. To change this information edit your ABN / ACN or leave it blank." At the bottom of the form, there is a checkbox "By continuing, I agree the information is correct" and a blue "CONTINUE" button.

Club will be required to provide:

- **Estimated annual revenue** – enter your Club’s income for a year
- **ABN** – by providing The Smith Family ABN (28 000 030 179) the ACN, Business Type and Business Name will be automatically populated.
- **Trading Name** (the business name that will show up on your receipt) - enter your Club name.

Club **must** link the reader device to their Club account and Club email address. **Do not use a personal email address.**

Safe Storage of Square Reader



When your Square Reader is not in use it should be securely stored ideally in a locked container.

Only authorised users should have access to the Square Reader.

We recommend a lockable cash tin that can be purchased out of Club funds for safe storage. You may already have a tin for the petty cash float or cash collection.

Using the Square Reader



Step by Step | Square Reader

- 1 Inspect the reader before use to ensure:
 - The device was in the correct, secure location
 - The serial number on the device matches your club records
 - No visible damage or unusual marks
 - Card slot looks and feels normal
 - Charging cable and chip reader look and feel normal
- 2 Turn on the square reader (little button next to the charging port) and open the Square App.
- 3 Connect the reader to your device, an **orange** strip at the top of the screen will tell you it is connected.
- 4 Make sure that you untick the GST component in Settings
- 5 Enter the amount in the keypad or add the relevant items to the cart and press charge. Wait for the **green** light on the square reader.
- 6 The customer can now tap on the top of the reader or insert on the side. If the customer inserts they will select their account and enter their pin on your device.
- 7 Wait until the payment is approved and ask the customer if they need a receipt:
 - If **yes**, select phone number or email and enter details.
 - If **no**, press "no thanks" at the bottom of the screen
- 8 Press new sale ready for the next transaction

There is a one page step-by-step on how to use the Square Reader available on the [VIEW Website resources page](#) for easy reference.

Remember:

- Only authorised users should be taking payments with the square reader
- The square reader must be inspected before each use

Inspecting Before Use

Before you connect to your square reader for use, you will have to visually inspect it to make sure that the reader has not been damaged or tampered with.

Please confirm:

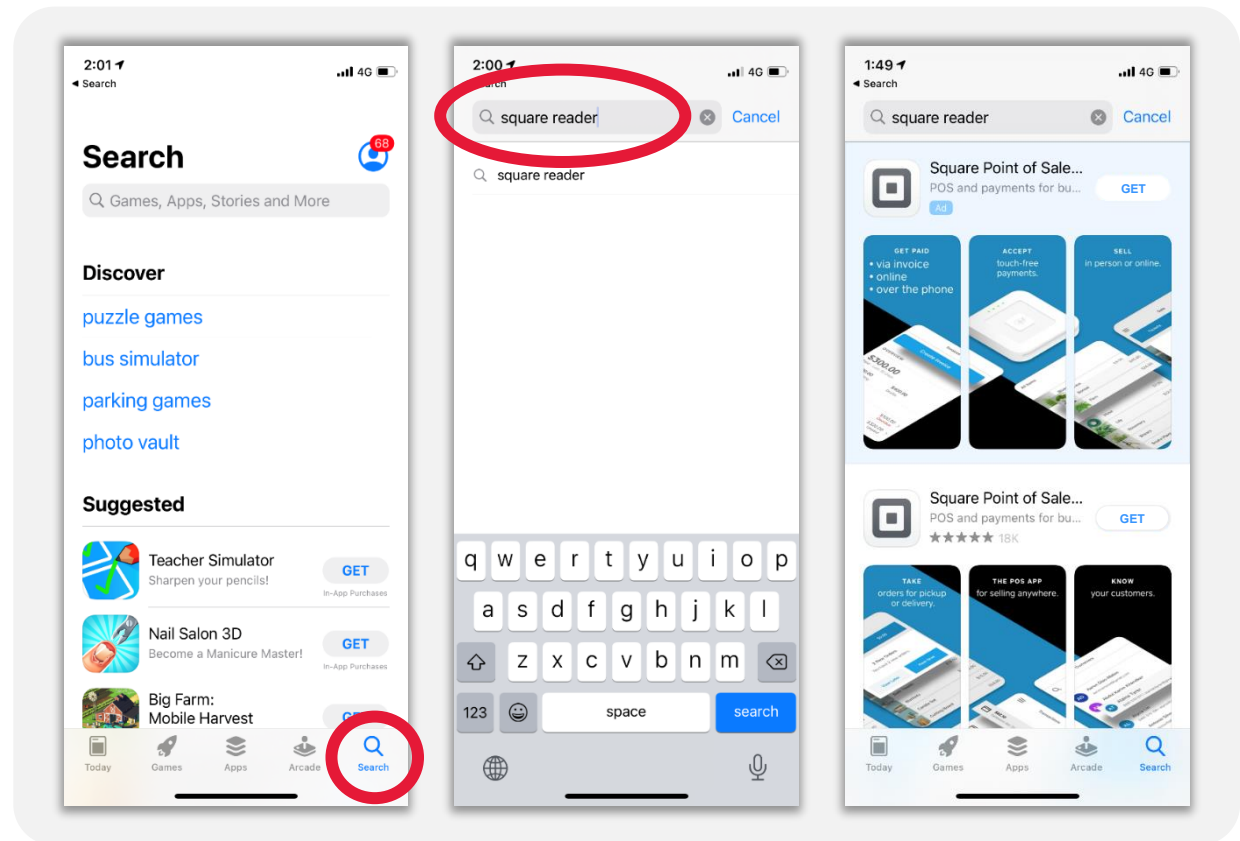
- The device was in the correct, secure location
- The serial number on the device matches your club records
- No visible damage or unusual marks
- Card slot looks and feels normal
- Charging cable and chip reader look and feel normal



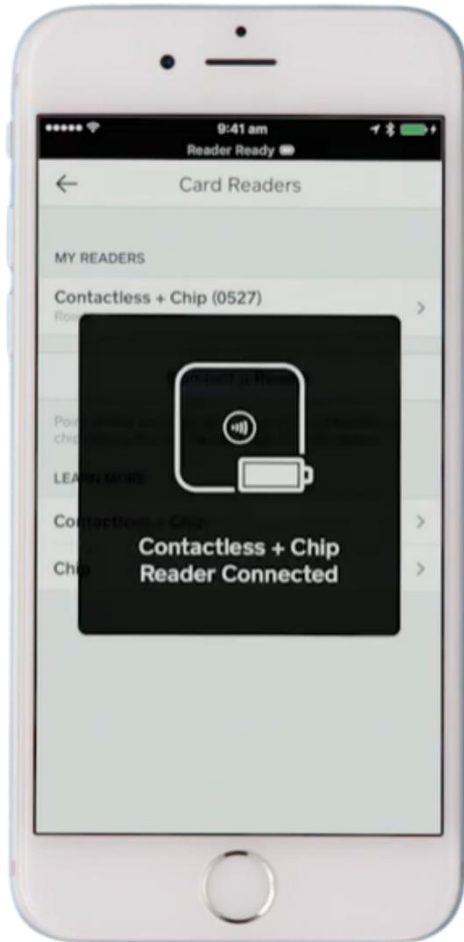
Install Square App



1. Open App Store or Google Play
2. Go to "Search"
3. Type "Square Reader"
4. Install the Square Reader App



Connecting to Device



The reader connects wirelessly to your smartphone or tablet via **Bluetooth**.

1. Ensure your device has Bluetooth turned on
2. In the Square app navigate to
≡More > Settings > Hardware > Square Readers
3. Tap "Connect a Reader"
4. Put your reader into pairing mode by holding down the power button until you see orange flashing lights
5. Tap "Pair" on the notification on your device

A video step by step guide on Youtube:

https://www.youtube.com/watch?v=_qQKfxaUQOM

Removing GST

By default your square reader will automatically apply Goods and Services Tax (GST) to your sales

<https://squareup.com/help/au/en/article/5061-create-and-manage-your-tax-settings>

In the Square App

1. Navigate to **≡More > Settings > Checkout > Sales taxes.**
2. Select "GST"
3. Tap "Actions" at the top of the screen
4. To delete the tax, tap **Delete tax**

OR

On the Dashboard

1. Navigate to **Settings > Account & Settings > Payment > Sales taxes**
2. Select "GST"
3. Select the "Actions" drop down menu
4. To delete the tax, tap **Delete tax**

Accepting Payments



Contactless cards

Customers simply hold their contactless cards near the reader to trigger payment.



Contactless devices

Accepts Apple Pay, Google Pay and other contactless smartphones and watches.

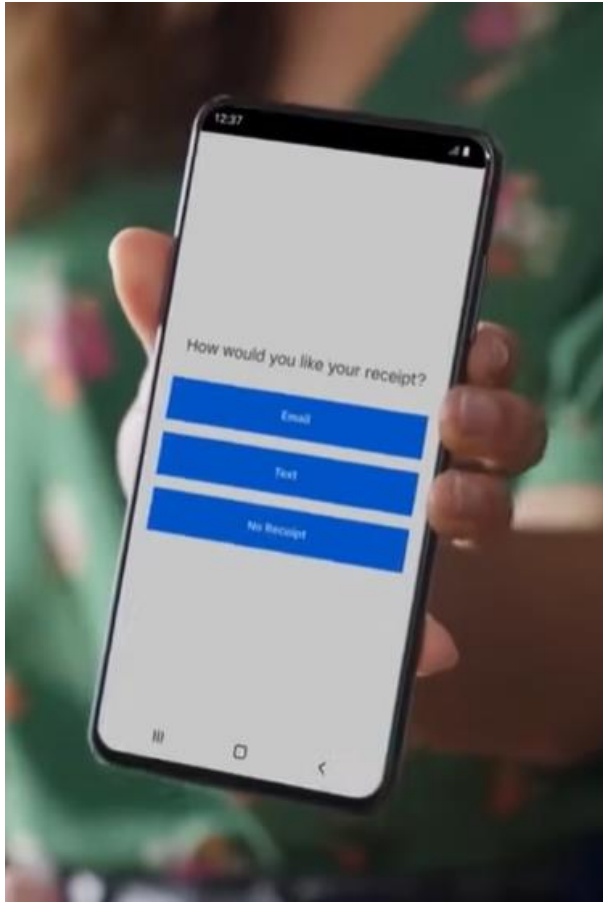


Chip cards

Insert chip cards into the payments machine, then leave them in place for the duration of the sale.

If the customer needs to enter their pin, they will be able to do this on the connected device.

Sending Digital Receipts



With every successful payment, you can provide customers with a **digital receipt** via text message or email.

Troubleshooting

CONTACT SQUARE

Contact Options

RECOMMENDED



Email us

We'll reply in 24-48 hours

OTHER OPTIONS



Call us

Speak with the support team in about 1 minute



Chat with us

Get help right away

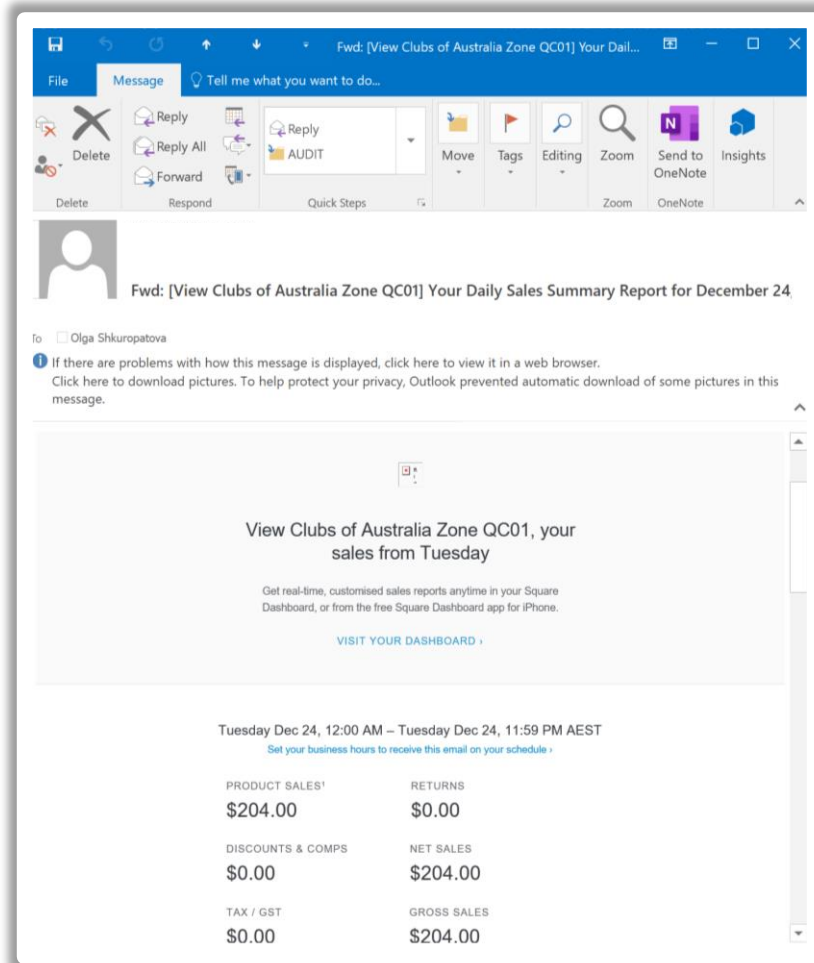
If you are having trouble with your Square Reader the Square Support Page has a range of helpful articles for troubleshooting

<https://squareup.com/help/au/en>

If your square reader needs to be repaired or replaced please contact Square directly.

Do not use any third party or alternate service.

Reports



You will receive an email to your registered email address with a detailed transaction summary each time you use the device.

Bank Statement Transaction

Electronic Statement

Statement Period
29 November 2019 - 31 December 2019

Westpac Community Solutions One

Account Name
VIEWS CLUBS OF AUSTRALIA ZONE

Customer ID
10003704 VIEWS CLUBS OF AUSTRALIA ZON..

BSB
034-104

Account Number
075 416

Opening Balance
905.22

Total Credits
112,238.6

Total Debits
12,610.37

Closing Balance
110,633.49

TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorized transaction.

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
29/11/19	STATEMENT OPENING BALANCE			905.22
03/12/19	Deposit 000212		223.00	1,128.22
04/12/19	Deposit 031219		146.80	1,275.02
05/12/19	Deposit 041219		230.10	1,505.12
06/12/19	Deposit 051219		198.45	1,703.57
09/12/19	Deposit Square Au Pty Lt Sdv-Vrly		0.01	1,703.58
09/12/19	Deposit Square Au Pty Lt		1.96	1,705.54
09/12/19	Deposit Square Au Pty Lt		9.81	1,715.35
09/12/19	Deposit Square Au Pty Lt		10.78	1,726.13
09/12/19	Deposit Square Au Pty Lt		41.20	1,767.33
09/12/19	Deposit Square Au Pty Lt		59.84	1,827.17
09/12/19	Deposit Square Au Pty Lt		60.75	1,887.92
09/12/19	Deposit 061219		72.55	1,960.47
09/12/19	Deposit 071219		169.50	2,129.97
09/12/19	Deposit 081219		240.10	2,370.07
09/12/19	Deposit 081219		215.35	2,585.42
09/12/19	Payment By Authority To Square Au Pty Lt Sdv-Vrly	0.01		2,585.41
10/12/19	Deposit Square Au Pty Lt		59.82	2,645.23
10/12/19	Deposit 091219		174.85	2,820.08
11/12/19	Deposit Square Au Pty Lt		30.38	2,850.46
11/12/19	Deposit 101219		185.30	3,035.76
12/12/19	Deposit Square Au Pty Lt		133.40	3,169.16
12/12/19	Deposit 111219		302.55	3,471.71

Westpac Banking Corporation ABN 33 007 141 141 AFSL and Australian credit licence 233314

Statement No. 19 Page 1 of 3

Each transaction from Square will be shown on your Bank Statement.

Square will make one payment for each day of sales as a lump sum payment.

Deposit Square Au Pty Lt

Reconciliation

Electronic Statement

Statement Period
30 November 2020 - 31 December 2020

Westpac Community Solutions One

Account Name: [REDACTED]
Customer ID: [REDACTED]
BSR: [REDACTED] Account Number: [REDACTED]

Opening Balance: [REDACTED]
Total Credits: [REDACTED]
Total Debits: [REDACTED]
Closing Balance: [REDACTED]

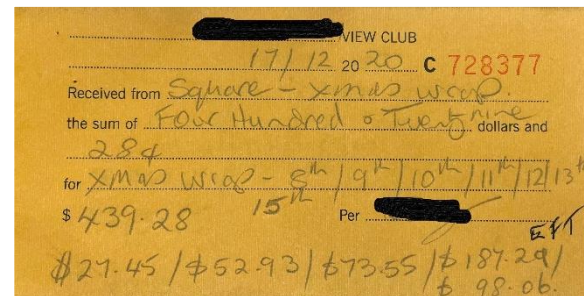
TRANSACTIONS

Please check all entries on this statement and promptly inform Westpac of any possible error or unauthorised transaction.

DATE	TRANSACTION DESCRIPTION	DEBIT	CREDIT	BALANCE
30/11/20	STATEMENT OPENING BALANCE			657.84
01/12/20	Deposit Square Au Pty Lt		34.33	692.17
02/12/20	Deposit [REDACTED]		115.00	807.17
03/12/20	Deposit 301120		165.00	972.17
03/12/20	Deposit 301120		788.00	1,760.17
03/12/20	Deposit Square Au Pty Lt		0.98	1,761.15
09/12/20	Deposit Square Au Pty Lt		27.45	1,788.60
09/12/20	Deposit 081220		138.00	1,926.60
10/12/20	Deposit Square Au Pty Lt		52.93	1,979.53
10/12/20	Deposit 091220		132.00	2,111.53
11/12/20	Deposit Square Au Pty Lt		73.55	2,185.08
11/12/20	Deposit 101220		249.10	2,434.18
14/12/20	Deposit Square Au Pty Lt		187.29	2,621.47
14/12/20	Deposit 111220		169.60	2,791.07
14/12/20	Deposit 121220		240.75	3,031.82
14/12/20	Deposit 131220		159.70	3,191.52
15/12/20	Deposit 141220		273.80	3,465.32
16/12/20	Deposit Square Au Pty Lt		98.06	3,563.38
16/12/20	Deposit 151220		303.30	3,866.68
17/12/20	Deposit Square Au Pty Lt		171.63	4,038.31
17/12/20	Deposit 171220		323.00	4,361.31
18/12/20	Deposit Square Au Pty Lt		84.33	4,445.44
18/12/20	Deposit 171220		490.90	4,936.34
18/12/20	Withdrawal/Cheque 200028	325.00		4,611.34

Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714 Statement No. 31 Page 1 of 3

03/12/20	Deposit Square Au Pty Lt	0.98	1,761.15
09/12/20	Deposit Square Au Pty Lt	27.45	1,788.60
09/12/20	Deposit 081220	138.00	1,926.60
10/12/20	Deposit Square Au Pty Lt	52.93	1,979.53
10/12/20	Deposit 091220	132.00	2,111.53
11/12/20	Deposit Square Au Pty Lt	73.55	2,185.08
11/12/20	Deposit 101220	249.10	2,434.18
14/12/20	Deposit Square Au Pty Lt	187.29	2,621.47
14/12/20	Deposit 111220	169.60	2,791.07



All income must be receipted and a receipt issued for all monies received by cash, cheque, direct deposit or Square Reader.

One receipt can be written for grouped transactions.

Recording in VIEW Cashbook

INCOME FOR MONTH: DECEMBER									Sample VIEW Club		
DATE	DETAILS	RECEIPT NUMBER/ DIRECT DEPOSIT REFERENCE	TOTAL BANKED	MEALS	FUNCTIONS	RAFFLES	DONATIONS	MEMBERS SUBS/ JOINING FEES	LEARNING FOR LIFE	OTHERS	COMMENTS
17/12	Square - fundrasing	728377 - EFT	\$439.28				\$ 439.28				Square transactions - 8th \$27.45/9th \$52.93 / 10th \$73.55 / 11-13th \$187.29 / 15th \$98.06
17/12	Xmas Wrap - 17th/18th/19th/20th Dec	728378 - Dep	\$1,795.85				\$ 1,795.85				17th \$490.90 / 18th \$354.50 / 19th \$543.65 / 20th \$406.80
21/12	Square - fundrasing	728379 - EFT	\$653.17				\$ 653.17				Square - 17th \$171.63 / 18th \$84.33 / 21st \$397.21
21/12	A Conway - Donation	728380 - Dep	\$20.00				\$ 20.00				Donation from an ex VIEW member
29/12	Xmas Wrapping - 21st/22nd/23rd/24th	728381 - Dep	\$2,516.55				\$ 2,516.55				21st \$397.90 / 22nd \$490.90 / 23rd \$650.55 / 24th \$977.20
29/12	Square - fundrasing	728382 - EFT	\$1,472.11				\$ 1,472.11				Square - 21st \$260.90 / 22nd \$230.44 / 23rd \$430.56 / 24th \$550.21
			\$0.00								
TOTAL FOR YEAR			\$6,896.96	\$0.00	\$0.00	\$0.00	\$6,896.96	\$0.00	\$0.00	\$0.00	
	Stale cheque (an unresented cheque over 12 months old)		\$0.00							Cheque #/ Supplier/Date	
	Stale cheque (an unresented cheque over 12 months old)		\$0.00							Cheque #/ Supplier/Date	
	Stale cheque (an unresented cheque over 12 months old)		\$0.00							Cheque #/ Supplier/Date	
	Difference (Total Bank/Breakup)		\$0.00								

All Square Reader transactions for the month can be grouped and entered on one receipt and on one line in the VIEW Cashbook.

Audit



VIEW CLUB & TREASURER DETAILS

Please fill in details:

YEAR: from 1 January to 31 December 2025

VIEW Club:

Address:

Treasurer's
Name:

Telephone:

Square Reader Details

Model Number

Serial Number

Secure Location

If you are using the electronic cashbook, you should complete the details of your square reader on the “Club Details” page before sending your audit pack to National Office.

We will reconcile these details against the National Register to ensure we remain compliant.

If you are using a physical cashbook, you will need to separately send these details to National Office as part of your audit pack.

Handover

VIEW Club Committee Handover Guide



Please use this guide when handing over to the incoming VIEW Club Committee. If there is no incoming Committee member for your position, please send the information and documents to your Club President.

We appreciate that you are all busy volunteers, but we ask that you please take the time to provide a detailed handover. It is important that the incoming Committee are provided with the required documents and information to carry out their new role to the best of their ability.

This document is to be used in conjunction with the Club handbook and position descriptions (available on the [VIEW Website Resources Page](#)).

Club Details

Please complete the details below and ensure all committee members have access to the required information. You might choose to keep an electronic copy of this document on a USB stick to allow these details to be easily updated each year as required.

Club Name		
Postal Address		
Club Meeting Details		
Day and Time		
Venue		
Venue Contact	Name	
	Number	
	Email	
Committee Meeting Day and Time		

Account and Log-in Details

It is good practice to **change the passwords to all club accounts after handover**. Make sure to update any security or recovery information such as personal email addresses or mobile numbers attached to these accounts to avoid losing access in the future.

Account	Email/Username	Password	Recovery Email/Number
Email Address			
Facebook			
My Smith Family Portal			
Square Reader			

The user name and password to your square reader account should be passed on to the incoming committee. The incoming committee should **change** the password so that only **Authorised Users** have access to the **Square Account**.

You should include your square reader on your club asset register (last page of the handover guide) to ensure it is passed along to the new committee.

Assets Register



Please use the assets register to keep track of all the physical items owned by your Club. This will assist at handover by creating one central list with all physical items that need to be transferred and who currently has them.

Physical items owned by a club might include: banners, square readers, aprons and bum bags purchased for stalls, and any items purchased from grant funds such as mobile phones, computers, video projectors or audio equipment.

Item	Current holder	Date of receipt	Signature	Date of return	Signature

Order Free Marketing Kit



You can order a free marketing kit to let customers know that you are able to accept card and contactless payments.

The kit includes three stickers and one table tent.

<https://squareup.com/shop/hardware/us/en/products/contactless-payment-marketing-kit>

Providing Support to Set Up and Use Square Reader



Evelyn Berg, Past National Vice President

Evelyn is the first VIEW member who successfully piloted Square Reader device at Christmas wrapping fundraising activity in December in 2019 in QLD.

Evelyn is our **VIEW Square Reader Liaison** and able to assist and support Clubs with setting up and using Square Reader device.



evelynm2016view@outlook.com

"...In December 2019 during Christmas wrapping our members found this device easy to use. It helped us raise more funds because many people preferred cashless transactions..."

FAQ

Does our Club need to notify National Office before purchasing Square Reader for a Club use?

Yes. VIEW Clubs need to get permission before purchasing this device. Once permission is granted and the device has been purchased the Club needs to provide the model number, serial number and secure location to National Office for the National Register. This is an important legal requirement.

Who pays for the Square Reader?

A square reader can be purchased from Club funds. Many VIEW Clubs have had success applying for local grants to purchase square readers.

Who is responsible for maintaining this device?

Your club should designate a member (likely the Treasurer or Assistant Treasurer) who is responsible for safe storage of the device.

When using a device who needs to be connected to it?

Only one authorised user who is using the device on the day would need to connect the Square Reader to their smartphone or tablet and process all transactions. Some VIEW Clubs have been successful in obtaining grant funding for a dedicated mobile phone or tablet for their club to use for the square reader.

FAQ

If I accidentally put a wrong amount and transaction was approved, can I refund it?

Yes, you can process refunds directly from the Square App or your online Square Dashboard. When you issue a refund, your customer will be refunded their full purchase amount, and you will be refunded Square's processing fee.

<https://squareup.com/help/au/en/article/6116-process-refunds>

Will I be able to print a receipt?

No. With every successful payment, you can provide customers with a digital receipt via text message or email. The customer would need to provide you their email or phone number if they paid by card. If the transaction was made via Apple Pay or Google Pay the receipt will automatically go to their phone.

What if we lose our password?

The password to your square account should be passed on to all authorised users as part of the handover process (see the [Handover Guide](#)). If your club loses track of the password, you can reset the password using your registered email. This is part of why it is important to use your **VIEW Club email address** to set up your square account and not a members personal email address.

If you are no longer able to access the email, you can contact Square support.

<https://squareup.com/help/au/en/article/4984-reset-account-password>

Useful Resources

Square Support

Helpful articles, FAQ, written guides and 24/7 help chat

<https://squareup.com/help/au/en>

Let's Get Your Square Reader Up and Running

<https://www.youtube.com/watch?v=romv78kxuNE>

How to Link and Edit Your Bank Account

<https://www.youtube.com/watch?v=Az0GhDSkmp4&list=PLmy9ji60WC-GsnYaN-hlu17qlqbl52c37&index=15>

Creating Items for Square Point of Sale

<https://www.youtube.com/watch?v=06kpb3jIDNE&list=PLmy9ji60WC-GsnYaN-hlu17qlqbl52c37&index=19>

Troubleshoot Your Square Reader

<https://www.youtube.com/watch?v=vSJOYARopw0&list=PLmy9ji60WC-GsnYaN-hlu17qlqbl52c37&index=34>